



WIDCCC

FY24 Quarter 3 Report

Purpose

- Diversion from unnecessary:
 - involvement in the justice system
 - admission to emergency departments, hospitals, and in-patient behavioral health
- Prevent future crises via referrals to community-based services
- Promote wellbeing, resilience, and self-sufficiency

Services

- Crisis stabilization services for adults
- Stay up to 23 hours and 59 minutes in a single episode of care
- De-escalation, peer support, case management, safety planning, community-based referrals
- Food, water, shower, clean clothes, rest, personal care/hygiene products

Admissions

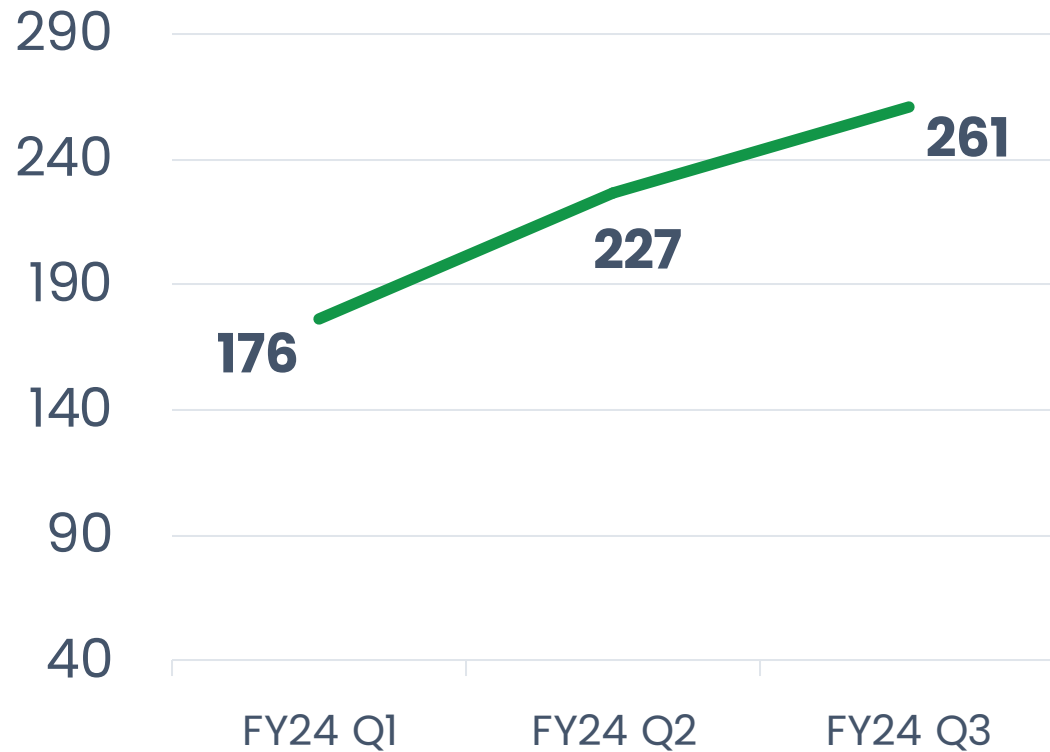
Client demographics



Census – Client Visits

- **Total:** 261
- **Unduplicated:** 102
- **Average length of stay:** 11.33 hours

Total # of client visits



Demographics



Homeless

200



Male

158



Female

101



Veterans

11

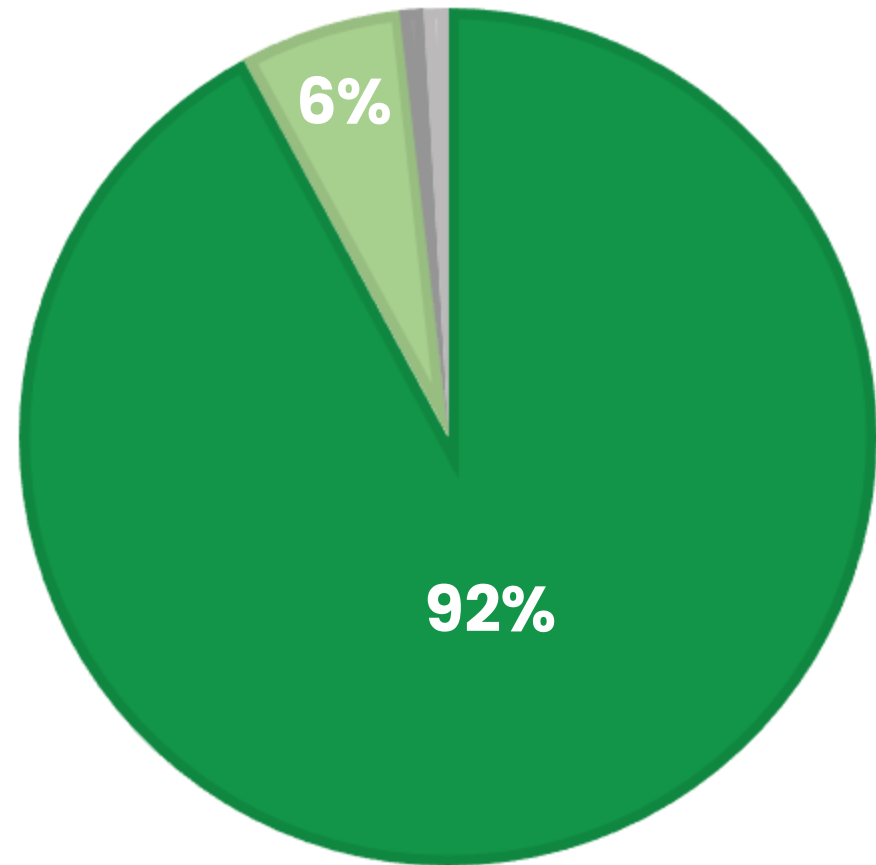


Average Age

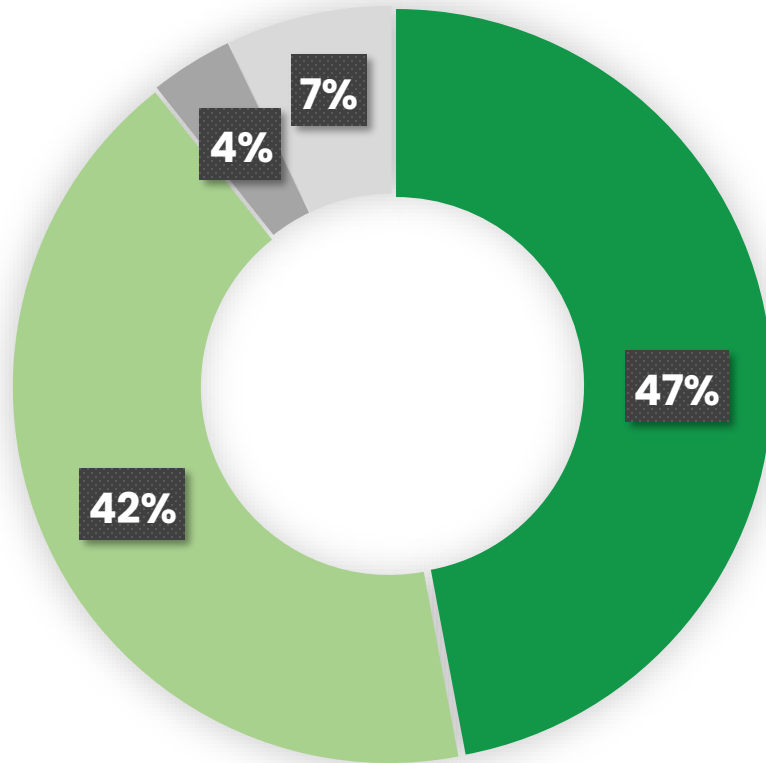
40

Demographics

- Canyon County
- Other Counties (Outside Region 3)
- Out of State
- Owyhee County



Diagnoses and Presenting Concerns

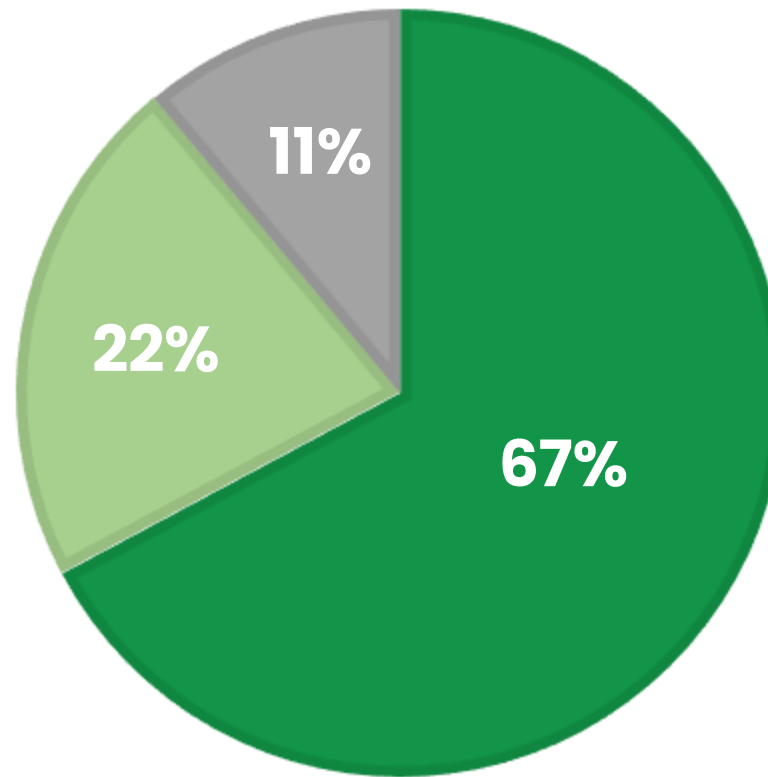


- Co-occurring Mental Health and Substance Use Concerns
- Mental Health Concerns Only
- No Mental Health and Substance Use Concerns
- Substance Use Concerns Only

Main presenting concerns: suicidal thoughts, substance use recovery, general behavioral health resources, and housing

Insurance Information

■ On Medicaid ■ Not Insured ■ Other Insurance

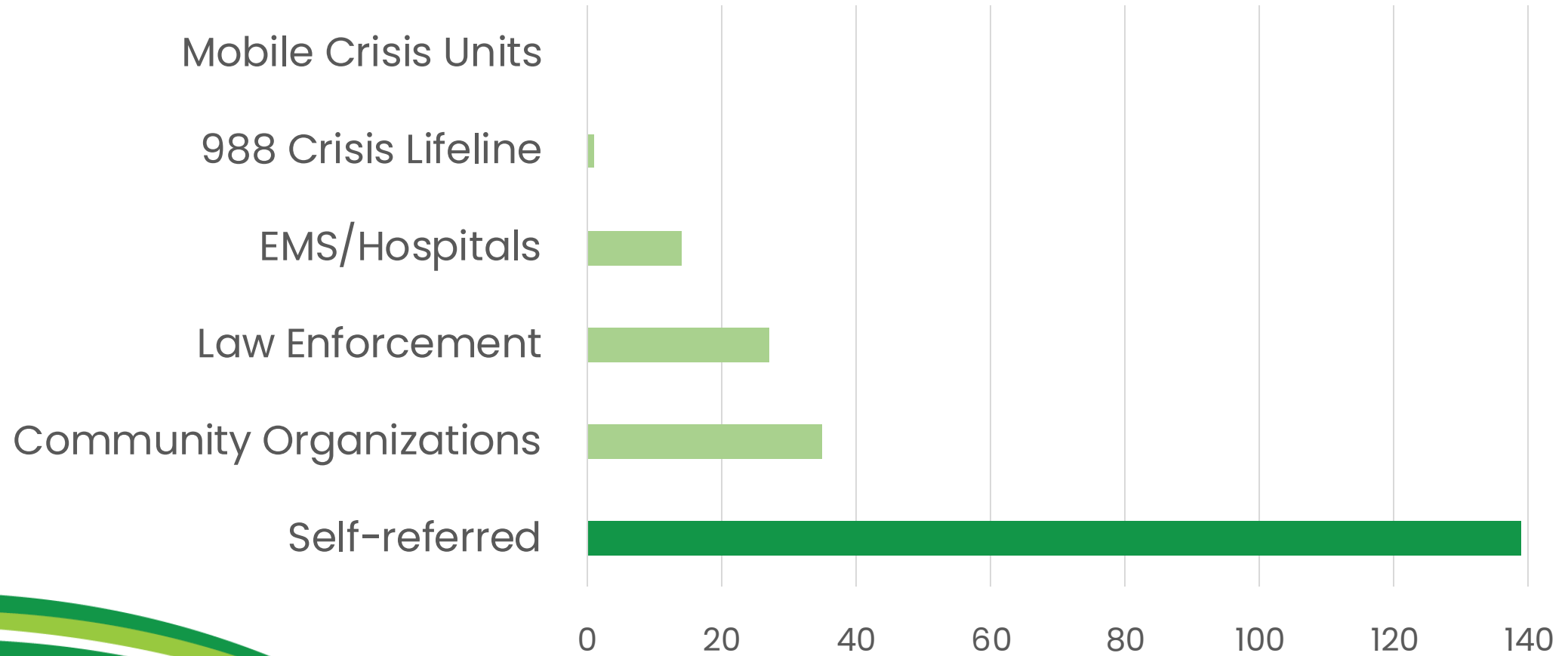


Referrals

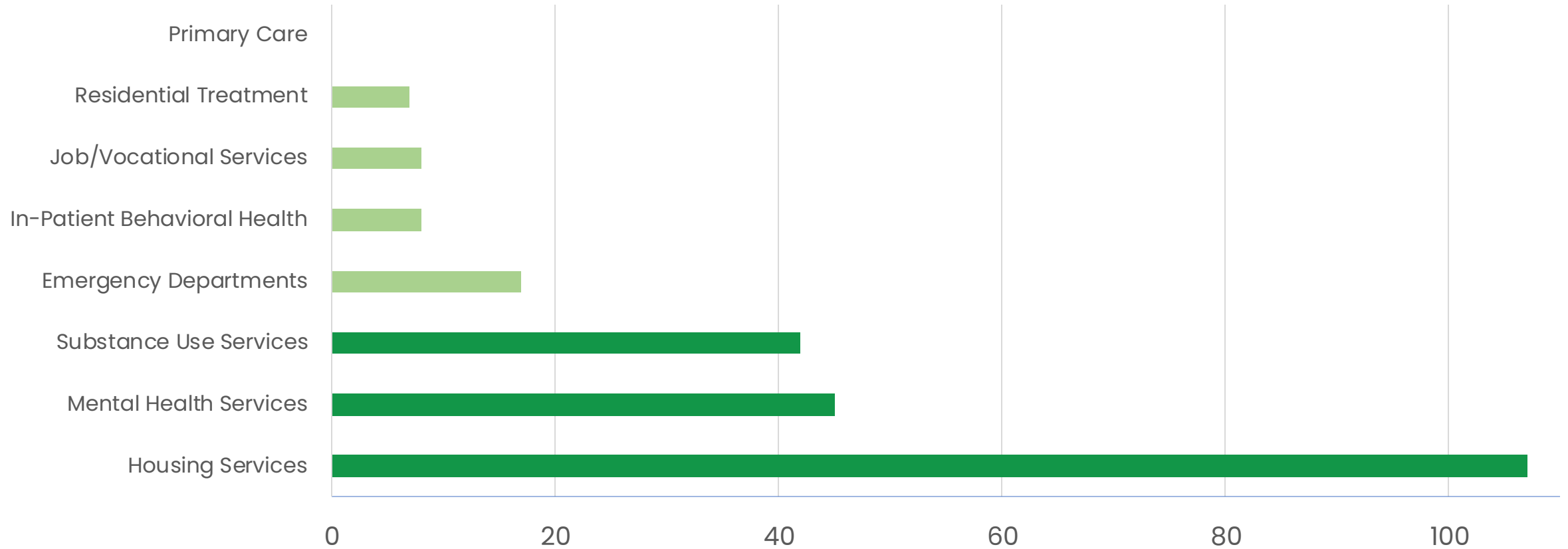
Incoming and Outgoing



Referral Sources - Incoming



Community Referrals - Outgoing



Outcomes

Satisfaction and Prevention



Client Satisfaction

Of the clients who took the client satisfaction survey...

- 97% feel their cultural needs were valued
- 97% would visit WIDCCC again if needed
- 97% were happy with the quality of service
- 90% feel their needs were addressed
- 90% feel confident in their wellness plan

Prevention – Where would clients be instead?

Of the clients who took the client satisfaction survey...

- 31% would be in jail
- 10% would be in in-patient care
- 79% would be in the hospital
- **3% would be deceased**

Cost Savings

Return on Investment



Diversion – Return on Investment

Diversion Source	# of Diversions	~Cost Per Visit	Total Savings
Hospital	23	\$2,600	\$59,800
Jail	9	\$82/day (15 days average)	\$11,070
Law Enforcement	27	\$1,000	\$27,000
In-Patient BH Hospital	3	\$2,260 (15 days average)	\$101,700
Total Community Savings:			\$199,570

Additionally, one individual reported they would be deceased (presumably from overdose or suicide) if not for WIDCCC. The average return on investment for preventing death by suicide or overdose is almost **\$1.4 million per person.**

Successes

Narrative from Pathways



“We had a record setting month in March...since taking over as the operating provider of WIDCCC. We have successfully implemented processes to track referrals out of the center as well as follow[-up] calls being conducted. Our Program Manager is now participating in the Region 3 CIT meetings and working to enhance our partnerships with first responders and law enforcement. [In March] our staff at Western Idaho Community Crisis Center had their first facility interaction with a male homeless client from the community.... The staff worked with him on possible housing, that did not work out, to getting him connected with community resources for ongoing assistance for basic needs and mental health. Throughout his visits he would continue to come in so the staff would spend time with him continuing to work out if there is anything else we can help him with... About 2 weeks ago the client reported to the staff that he was finally able to get a job, and...the Program Manager was able to confirm that employment and that he has been working with Terry Reilly... This story demonstrates not only our teams dedication to support those in need but that sometimes it is a matter of planting a seed. In getting this individual connected to community resources he has been able to make progress toward being self-sufficient and receiving ongoing services to address his behavioral health needs, with the center being a part of his safety planning.”

-Pathways of Idaho Quarter 3 Report



Questions?

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